
Claim Guidelines

Product: Stokke® Steps

An explanation of how to use the “Reason codes”

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<i>Doc. are saved in:</i>	<i>J:\0001 - Quality Management System\02 Documents\07 Product Management\2 Follow up Product quality\1 Reclamations</i>			

Important when register reclamation orders

- Consider whether the **customer** has selected the **correct code** in the form in relation to the comment that is applied
- Be precise with the **Serial number**
- **Print as much internal text as possible in the POST field.** Try to give HQ additional information to what you can read from the item name and reason code
- Always **send out a spare part** (instead of a new sales item) if where are spare parts available

Claim codes for Stokke Steps:

Code	Full description	Short description	Dedicated to	
450	STE-Assembly problems	STE-Ass problem	Steps	J:\0001 - Quality Management System\02 Documents\07 Product Management\2 Follow up Product quality\1 Reclamations\07-2-1-04 Reason codes - reclamations-creditnotes.xls
451	STE-Missing in box	STE-Missing	Steps	
452	STE-Broken/damage parts	STE-Broken part	Steps	
453	STE-Legs-Bad painting	STE-Legs-paint	Steps	
454	STE-Legs-Wood damage	STE-Legs-wood	Steps	
455	STE-Legs Inserts	STE-Legs-insert	Steps	
456	STE-Spots and dirt	STE-Spots&dirt	Steps	
457	STE-Bouncer spring	STE-B.spring	Steps	
458	STE-Harness textile/sewing	STE-Harness tex	Steps	
459	STE-Harness Plastic parts	STE-Harness pla	Steps	
460	STE-Harness Loose	STE-Harn.loose	Steps	
170	TEX-Fabric/Pattern	TEX-Fabric/Patt	TT/Steps/Nursery textiles	
171	TEX-Seam	TEX-Seam	TT/Steps/Nursery textiles	
175	TEX-Velcro on bumper and cushion	TEX-Velcro on b	TT/Steps/Nursery textiles	
176	TEX-Stained, Dirty	TEX-Stained, Di	TT/Steps/Nursery textiles	

You find an overview off all codes here:

J:\0001 - Quality Management System\02 Documents\07 Product Management\2 Follow up Product quality\1 Reclamations\07-2-1-04 Reason codes - reclamations-creditnotes.xls

450 STE-Assembly problems

Short description of typical failures: Chair and Baby Set must be assembled by consumer. Typical problem can be wrong number of front legs, wrong type of or number of screws in screwbag	Applies to S/N: All
Pictures (typical failures): Wrong type of Legs in box (e.g. 3 pcs of Front Legs) or different length of screws	
	
Needs for special comments in POST text (information to Product responsible / QM): YES, please indicate always why there is a problem with the assembly	
What to look for/ask the customer for: Are you sure it is a problem? Check the legs or screws once more. Ask for pictures!	
What to do: Replace the problematic part with a spare part If no spare parts available: Replace the product	
Other info:	

451 STE-Missing in Box

Short description of typical failures: Missing Screw Bag or Toy Hanger, etc	Applies to S/N: All
Pictures (typical failures): Missing for instance	
Needs for special comments in POST text (information to Product responsible / QM): YES, please indicate always in the text field which part is missing	
What to look for/ask the customer for: Are you sure it is missing? Or was it lost/broken? Check end user's receipt, when was it purchased. Spare parts can be purchased	
What to do: Replace the missing part with a spare part If no spare parts available: Replace the product	
Other info:	

452 STE-Broken/Damaged parts

<p>Short description of typical failures: E.g. Toy Hanger broken or is not functioning E.g. Footrest broken (see picture below)</p>	<p>Applies to S/N: All</p>
<p>Pictures (typical failures):</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"><p>Very important that footrest is mounted and fastened with both screws before use</p></div> 	
<p>Needs for special comments in POST text (information to Product responsible / QM): YES, please indicate always what is the problem</p>	
<p>What to look for/ask the customer for: Are you sure it is broken? Or was it lost? Did you mount it correctly? Check end user's receipt, when was it purchased. Toy Hanger and other parts can be purchased</p>	
<p>What to do: Replace the damaged part with a spare part If no spare parts available: Replace the product</p>	
<p>Other info:</p>	

453 STE-Legs-Bad painting parts

Short description of typical failures:	Applies to S/N: All
Pictures (typical failures):	NOT Updated yet
Needs for special comments in POST text (information to Product responsible / QM): YES, please indicate always what is the problem	
What to look for/ask the customer for:	
What to do: Replace the damaged leg(s) with a spare part set (front or rear)	
Other info:	

454 STE-Legs-Wood damage

Short description of typical failures:	Applies to S/N: All
Pictures (typical failures):	NOT Updated yet
Needs for special comments in POST text (information to Product responsible / QM): YES, please indicate always what is the problem	
What to look for/ask the customer for:	
What to do: Replace the damaged leg(s) with a spare part set (front or rear)	
Other info:	

455 STE-Legs-Inserts

Short description of typical failures:

Missing or damaged inserts. There are two types of inserts on the legs, see pictures below

Applies to S/N:

All

Pictures (typical failures):



Damaged inserts



Missing inserts

Needs for special comments in POST text (information to Product responsible / QM):

YES, please indicate always what is the problem

What to look for/ask the customer for:

What to do:

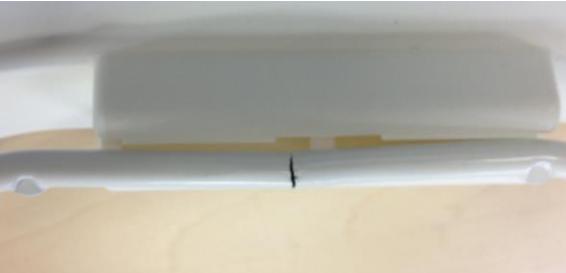
Replace the damaged leg(s) with a spare part set (front or rear)

Other info:

456 STE-Spots and dirt

<p>Short description of typical failures: E.g. Bouncer Spring and plastic parts (pictures below)</p>	<p>Applies to S/N: All</p>
<p>Pictures (typical failures):</p> <div style="display: flex; justify-content: space-around;"><div style="text-align: center;"><p>Burn mark on Bouncer Spring</p></div><div style="text-align: center;"><p>Dirt pattern</p></div></div>	
<p>Needs for special comments in POST text (information to Product responsible / QM): YES, please indicate always what is the problem</p>	
<p>What to look for/ask the customer for: Is it possible to clean it?</p>	
<p>What to do: Dirt: Try to clean it with water and mild soap If accepted as a claim replace the damaged part with a spare part If no spare parts available: Replace the product or use Bouncer Chassis spare part for Bouncer Spring or plastic parts</p>	
<p>Other info:</p>	

457 STE-Bouncer spring

<p>Short description of typical failures: Broken. Cosmetic problems: Holes, dirt marks, poor coating, burn mark</p>	<p>Applies to S/N: All</p>
<p>Pictures (typical failures):</p> <div style="display: flex; align-items: center; justify-content: space-around;"><div style="text-align: center;"><p>Broken</p></div><div style="text-align: center;"><p>Cosmetic problems:</p><div style="display: flex; justify-content: space-around;"><div style="text-align: center;"><p>Burn mark</p></div><div style="text-align: center;"><p>Dirt mark</p></div><div style="text-align: center;"><p>Poor coating</p></div><div style="text-align: center;"><p>Deep scratch</p></div></div></div></div>	
<p>Needs for special comments in POST text (information to Product responsible / QM): YES, please indicate always what is the problem</p>	
<p>What to look for/ask the customer for: Pictures! If Broken, how did it happen?</p>	
<p>What to do: Cosmetic problems: Check with CSXplory or Product Responsible (see last page) If accepted as a claim, replace it with Bouncer Chassis (spare part)</p>	
<p>Other info:</p>	

458 STE-Harness textile/sewing

Short description of typical failures: Bad sewing	Applies to S/N: All
Pictures (typical failures):	
Needs for special comments in POST text (information to Product responsible / QM): YES, please indicate always what is the problem	
What to look for/ask the customer for: Pictures!	
What to do: Cosmetic problems: Check with CSXplory mailbox If accepted as a claim, replace it with Textile (spare part on Bouncer) or Chassis (if problem with crotch strap on Bouncer. If Baby Set Harness, replace the Harness	
Other info:	

459 STE-Harness Plastic parts

Short description of typical failures: Broken buckle, sharp edge on buckle or buckle will not close	Applies to S/N: All
Pictures (typical failures):	
Needs for special comments in POST text (information to Product responsible / QM): YES, please indicate always what is the problem	
What to look for/ask the customer for: Pictures! Video if appropriate	
What to do: If accepted as a claim, replace it with Textile (spare part on Bouncer) or Chassis (if problem with crotch strap on Bouncer. If Baby Set Harness, replace the Harness	
Other info:	

460 STE-Harness Loose

Short description of typical failures: Bouncer: Bad sewing (can also use code 458) Baby Set: Harness loosened from Baby Set Back or Seat when in use	Applies to S/N: All
Pictures (typical failures):	
Needs for special comments in POST text (information to Product responsible / QM): YES, please indicate always what is the problem	
What to look for/ask the customer for: Pictures! Video if appropriate	
What to do: If accepted as a claim, replace it with Textile (spare part on Bouncer) or Chassis (if problem with crotch strap on Bouncer. If Baby Set Harness, send the product to HQ and replace the product (Baby Set)	
Other info:	

170 TEX-Fabric/Pattern

Short description of typical failures: Fading of colour on Tripp Trapp Newborn (TTN) Upholstery	Applies to S/N: All
Pictures (typical failures):	NOT Updated yet
	
Needs for special comments in POST text (information to Product responsible / QM): YES, please indicate always what is the problem	
What to look for/ask the customer for: Fading of colour may occur, please check if the product has been washed according to washing instructions on product and/or how many times it is washed. If it is not washed according to washing instruction and/or are washed more than 50 times the customer must expect fading of colour.	
What to do: If claim accepted replace the part (TTN Upholstery)	
Other info:	

171 TEX-Seam

Short description of typical failures:

Seam opens – Loose treads – Seam is skewed on Tripp Trapp Newborn (TTN) Upholstery

Applies to S/N:

All

NOT Updated yet

Pictures (typical failures):



(Example to the right is from another product)

Needs for special comments in POST text (information to Product responsible / QM):

YES, please indicate always what is the problem

What to look for/ask the customer for:

This failure can occur on all textiles if the seam is not properly done from production or the tread is not fastened properly, the seam might open after some use. The seam might be skewed, but only very visible deviations from the original seam should be accepted as a claim

What to do:

If claim accepted replace the part (TTN Upholstery)

Other info:

175 TEX-Velcro on bumper and cushion

Short description of typical failures:

The velcro is not working on Tripp Trapp Newborn (TTN) Upholstery

Applies to S/N:

All

Pictures (typical failures):

NOT Updated yet

Needs for special comments in POST text (information to Product responsible / QM):

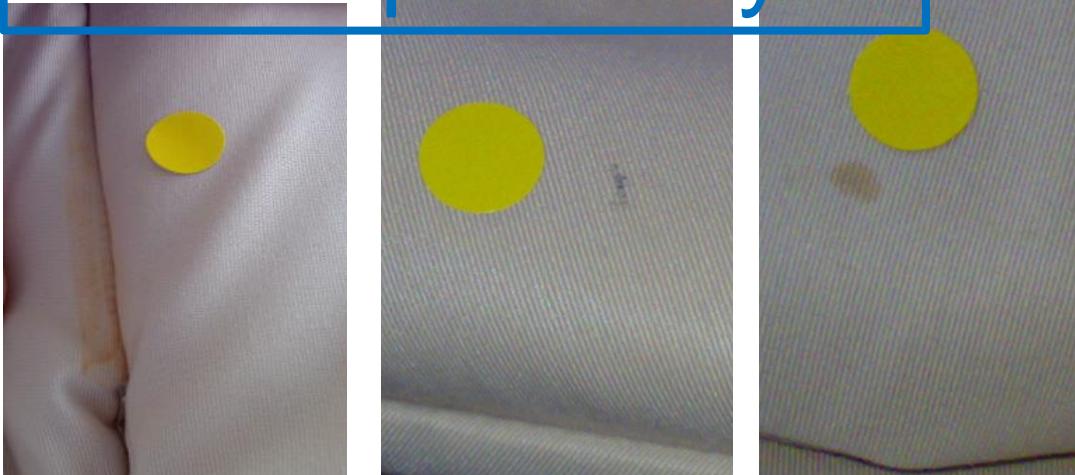
YES, please indicate always what is the problem

What to look for/ask the customer for:**What to do:**

If claim accepted replace the part (TTN Upholstery)

Other info:

176 TEX-Dirty/Stained

Short description of typical failures: Dirty or stained Tripp Trapp Newborn (TTN) Upholstery	Applies to S/N: All
NOT Updated yet	
Pictures (typical failures):	
	
Needs for special comments in POST text (information to Product responsible / QM): YES, please indicate always what is the problem	
What to look for/ask the customer for: There are normally three causes: -Dirt from transport or production -Oil from the sewing machine in production -Stains from the UK Flame retardant (this only applies to UK version of textiles)	
What to do: If claim accepted replace the part (TTN Upholstery)	
Other info:	
Stokke® Growing together.	

Stokke® Steps™

- Questions can be directed to (for internal Stokke use only):

CSXplory@stokke.com

- Product Responsible:

John Erling Jerstad | Operations Manager |
Operations & Supply Chain Dept. | Stokke AS
Email: john.erling.jerstad@stokke.com |
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Thank you

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